

Action Bouncers

Exciting • Affordable
Dependable • Hassle-Free

July 5, 2004

Dear Sharon,

I want to thank you for choosing Action Bouncers for your recent bouncer rental. I know when it comes to bounce house rentals, you have a choice. In an on-going effort to enhance your experience, it is imperative that we receive customer feedback in regards to your experience, and our performance.

Please help us, and take a moment and fill out the bottom half of this questionnaire, and return it in the self-stamped addressed envelope. We thank you in advance for doing so.


Once again, on behalf of Action Bouncers, thank you. We really do appreciate your business.

- 1) Rate the courtesy and professionalism of the associate you dealt with over the phone. (worse 1 2 3 4 5 best)
- 2) Did we have the bouncer you wanted? Yes-No
- 3) Was the phone reservation process "hassle-free"? Yes-No
- 4) Did we deliver the bouncer according to the time requested? Yes-No
- 5) Did the professionalism of our delivery staff meet your satisfaction? (worse 1 2 3 4 5 best)
- 6) Was the delivery staff friendly and courteous? Yes-No
- 7) How did the cleanliness of the bounce unit meet your expectation? (worse 1 2 3 4 5 best)
- 8) Did the delivery staff go over the entire safety features with you? Yes-No
- 9) Why did you choose Action Bouncers? Dora the Explorer
- 10) Will you rent from us again? Yes-No?
- 11) What one thing could we have done better? Can't think of one thing!

Comments

James this has been a wonderful experience for my family. My daughter liked the unit as well as my company. Thank you again - It was more than I even expected - The quality was exceptional!

Thank you again for your business!


James Freeman
President
Action Bouncers

Sharon Key